

**Description:**

Utilities Regulation is responsible for ensuring fair, just and reasonable rates for utility commodities and services to be delivered safely, reliably, and efficiently. The Commission performs this mission using four functions to oversee electric, water, railroad, gas, pipeline, and telecommunication companies.

**Major Functions and Targeted Performance Standard(s) for Each Function:**

1. Administration - Manage and coordinate the overall activities of the PUC to facilitate efficient management of cases.

A. Number of cases filed. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	182
Projected Results			
2003	2004	2005	2006
182	182	182	182

B. Number of cases completed. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	202
Projected Results			
2003	2004	2005	2006
202	202	202	202

C. Number of orders issued. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	299
Projected Results			
2003	2004	2005	2006
299	299	299	299

2. Administration - Make information about the PUC cases and activities easily accessible.

A. Number of notices issued. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	47
Projected Results			
2003	2004	2005	2006
47	47	47	47

B. Number of press releases issued. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	80
Projected Results			
2003	2004	2005	2006
80	80	80	80

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C. Number of workshops and formal public hearings held. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	68
Projected Results			
2003	2004	2005	2006
68	68	68	68

D. Number of hits on PUC's website. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	300
Projected Results			
2003	2004	2005	2006
300	300	300	300

3. Utilities - Assign, investigate and process all applications and investigations requests received by the Commission.

A. Number of formal case applications filed with commission. Data for this standard is the same as administration's standard 1.a. This will not be an item on next years plan.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	-
Projected Results			
2003	2004	2005	2006
-	-	-	-

B. Number of formal cases initiated by commission. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	10
Projected Results			
2003	2004	2005	2006
10	10	10	10

C. Number of formal cases closed by the commission. Data for this standard is the same as administration's standard 1.b. This will not be an item on next year's plan.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	-
Projected Results			
2003	2004	2005	2006
-	-	-	-

D. Number of informal tariff changes processed. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	517
Projected Results			
2003	2004	2005	2006
517	517	517	517

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E. Number of cases overturned by the Idaho Supreme Court. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
No history available	no history available	no history available	0
Projected Results			
2003	2004	2005	2006
0	0	0	0

4. Utilities - Monitor utility company by performing routine audits, maintaining complaint statistics and initiating formal complaint investigations.

A. Number of audits completed. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	27
Projected Results			
2003	2004	2005	2006
14	14	14	14

B. Number of formal complaint investigations initiated. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	5
Projected Results			
2003	2004	2005	2006
5	5	5	5

C. Number of complaints/inquiries received by the commission. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	6,881
Projected Results			
2003	2004	2005	2006
6,881	6,881	6,881	6,881

5. Utilities - Encourage expansion of utility services within the state to make access to these services available to all citizens where economically feasible.

A. Number of applications received for new services area certificates or expansion of existing certificates. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	17
Projected Results			
2003	2004	2005	2006
17	17	17	17

B. Number of complaints received regarding denial of service due to lack of infrastructure. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	35
Projected Results			
2003	2004	2005	2006
35	35	35	35

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C. Number of orders issued authorizing service into previously unserved areas. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	4
Projected Results			
2003	2004	2005	2006
4	4	4	4

D. Number of customers served compared with number from previous year. FY 2002 is the base year. Actuals and projections available next year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	1.6 million
Projected Results			
2003	2004	2005	2006
0	0	0	0

6. Utilities - Sponsor informal workshops etc. to facilitate discussions and collaborative processes to foster free and open discussions of issues etc.

A. Number of informal workshops and settlement conferences held. (Not related to formal cases) FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	3
Projected Results			
2003	2004	2005	2006
3	3	3	3

7. Utilities - Use Non-Litigation based strategies to resolve consumer complaints.

A. Number of complaints resolved informally using arbitration, meditation, and conciliation. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	5,269
Projected Results			
2003	2004	2005	2006
5,269	5,269	5,269	5,269

8. Utilities - Investigate and resolve consumer complaints within an average of ten working days.

A. Number of informal complaints. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	5,301
Projected Results			
2003	2004	2005	2006
5,301	5,301	5,301	5,301

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B. Number of informal complaints investigated. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	3,562
Projected Results			
2003	2004	2005	2006
3,562	3,562	3,562	3,562

C. Percent of complaints where commission reversed or modified the company's actions. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	4
Projected Results			
2003	2004	2005	2006
4	4	4	4

D. Average number of days to resolve complaints

Actual Results			
1999	2000	2001	2002
4.1	3.3	4.2	6.0
Projected Results			
2003	2004	2005	2006
5.0	5.0	5.0	5.0

E. Number of enforcement actions taken. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	1
Projected Results			
2003	2004	2005	2006
1	1	1	1

F. Number of rulemaking proceedings. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	1
Projected Results			
2003	2004	2005	2006
1	1	1	1

9. Pipeline Safety - Establish a pipeline safety section within the Commission, recruit and train employees, and establish inspection goals.

A. Number of hours of training provided to employees. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	232
Projected Results			
2003	2004	2005	2006
232	232	232	232

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B. Number of on-site visits to gas system operators' facilities. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	40
Projected Results			
2003	2004	2005	2006
40	40	40	40

C. Number of inspections complete. (Once program is established.) FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	40
Projected Results			
2003	2004	2005	2006
40	40	40	40

10. Railroad Safety and Abandonment - Inspect rail crossings and clearances for compliance with rules and regulations based on complaints, accident investigations, and scheduled inspection.

A. Number of rail crossings and clearances inspected.

Actual Results			
1999	2000	2001	2002
92	112	135	199
Projected Results			
2003	2004	2005	2006
130	130	130	130

B. Number of complaints investigated regarding railroad crossing maintenance and deficiencies. FY 2002 is the base year. This standard is extremely difficult to project.

Actual Results			
1999	2000	2001	2002
no history available	no history available	25	33
Projected Results			
2003	2004	2005	2006
-	-	-	-

C. Number of crossing maintenance deficiencies corrected. FY 2002 is the base year. This standard is extremely difficult to project.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	28
Projected Results			
2003	2004	2005	2006
-	-	-	-

D. Number of railroad crossing inspections/accident investigations and evaluations.

Actual Results			
1999	2000	2001	2002
22	46	32	33
Projected Results			
2003	2004	2005	2006
35	35	35	35

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11. Railroad Safety and Abandonment - Ensure safe transportation of hazardous materials by monitoring compliance with State and Federal Regulations.

A. Number of rail hazmat inspections. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	456	685
Projected Results			
2003	2004	2005	2006
525	525	525	525

B. Number of educational contacts. FY 2002 is the base year. Actuals and projections available next year. This standard is no longer valid. There are no education visits conducted. All visits are inspections tracked in 11.A.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	
Projected Results			
2003	2004	2005	2006

C. Number of rail hazmat violations found. FY 2002 is the base year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	5	21
Projected Results			
2003	2004	2005	2006
5	5	5	5

12. Railroad Safety and Abandonment - Represent the state of Idaho in rail line abandonment's before the Surface Transportation Board by providing investigations, public hearings, and, if necessary, court appeals.

A. Number of abandonment's investigated. FY 2002 is the base year. Actuals and projections available next year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	0
Projected Results			
2003	2004	2005	2006
0	0	0	0

B. Number of cases brought before the Surface Transportation Board. FY 2002 is the base year. Actuals and projections available next year.

Actual Results			
1999	2000	2001	2002
no history available	no history available	no history available	0
Projected Results			
2003	2004	2005	2006
0	0	0	0

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#### **Program Results and Effect:**

This function manages all information received, handled, or published by the IPUC. It supports the Legislative and Executive branches of state government with analysis and information on utility, pipeline, and railroad matters.

Utilities: The function, through audits, investigations, and statistical comparisons, ensures the citizens of Idaho are charged just and reasonable rates for utility commodities and services that are non-discriminatory and are delivered safely, reliably and efficiently.

Pipeline Safety: This function serves the citizens of Idaho by ensuring that all jurisdictional gas system operators operate safely through compliance with State and Federal Safety Regulations.

Railroad Safety and Abandonment: This function ensures carriers comply with State and Federal safety regulation regarding crossings, clearances and hazardous materials. It also determines whether or not it is in the public's interest to represent the State in various rail line abandonment cases.

All functions use FY 2002 as the year for collecting base data on all performance standards.

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